

Creating A Truly Effective Training Program for Cleaning Staff

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Hello everyone, and welcome to today's webinar. We're going to give you the tools you need to start up a training program for your cleaning staff. If you already have a training program, don't worry because the same tips and methods work for improving your current program as well.

Don't worry about taking notes. We'll be offering you a companion E-book to download, and this webinar will be available to view later.

To start things off, I'd like to get a sense of how many of you already have some sort of formal training program for your cleaning staff. Do you have a training program that's written down and used for all new staff?

[POLL:

Do you currently have a formal training program?

YES

NO

NOT SURE]

While we wait for your responses, let's take a quick look at why training is so necessary.

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I'm sure you already know why training is essential on an everyday, practical level. But one of the first things we talk about when setting up a training program is making a "business case" for it. In other words, how do you convince the boss (even if that boss is you!) that a training program is worth the time and effort to set up?

Let's look at four facts:

- Turnover in the cleaning industry is estimated to be 200%.
- Recent studies have shown a strong correlation between providing workers with training and reducing turnover.

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- Recruiting and training new workers is estimated to cost **\$1000** per person.
- Employees are 3 x more likely to be injured within their first month of work.

So, an easy way to summarize this... a lack of training can lead to good people getting frustrated and leaving. It can lead to more on the job accidents. All of this costs time, money, and manpower.

Okay, let's look at our survey results. It looks like:

YES MAJORITY: Most of you DO have some kind of formal training program. That's great. Even if you're not satisfied with your current program, you have somewhere to start. Of course, you might also decide to start from scratch after we're done!

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To start things out, you'll want to evaluate what your current training needs are. We've provided a worksheet to help you work through this. You can download that now, or just follow along with everything on the screen and grab it later.

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The first step is to list out all the critical tasks that your staff performs. Some of these might be daily, weekly, monthly, or even yearly. Try to be thorough. If you're a facility manager, you might delegate this task to a supervisor or have them help you complete it. If you're using our worksheet, you might need to print out more than one copy of the page to write down all your tasks.

These can be pretty general right now – for example: Clean the bathrooms, clean the walkways, wash the exterior windows, and take out the trash are good examples.

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Next, just think about how you'd currently rate how well you're doing each task. Try to be as honest as possible. Remember, the idea behind this isn't to make you or your staff feel bad. It's just to be realistic about where you are now so you can get better. Everyone has areas they can improve in. For our worksheet, we've used a scale from 1 to 5. 5 being the best, and 1 meaning major improvement is needed. If you're working with someone else to do this, you might make your ratings separately, and then compare results.

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Now, for every task that you rated yourself “low” on currently, try to think of WHY you gave it that rating. For instance, you might consider the cleanliness of your bathrooms lower because the mirrors are often streaked or dirt gets stuck in the corners. Maybe a task, like cleaning exterior windows, is rated lower because they are forgotten.

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Now, you’re going to turn to the next page in the worksheet. You’ll want to copy this page, so you have a clean copy for each critical task you gave a low rating. Fill out the task and the main issue from the first sheet. Then, write out each step involved in completing the task.

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Okay, before we go further. I want to acknowledge that this might seem like a lot of work. And, well, that’s because it is. Take your time and be thorough when you do this. Ask others for help or get their input. You want this task list to be the best it can be. But don’t worry. Because we’re providing you resources to help.

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For the next step, we want to take a look at the list you made.

First: Try to imagine you’re a new employee. Assume they are completely new to cleaning. Looking at that list, would they understand what you were talking about? Have you forgotten some info?

Second: Consult the instructional and training materials that you’re cleaning manufacturer has provided you. At EnvirOx, we offer videos, wall charts, and training cards on lanyards to help you with your training. As an example, we’re going to watch a short video on Restroom Cleaning with our H2Orange2 Hyper-Concentrate 112 product.

[Slide 11: VIDEO PLAYS]

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Okay, let’s look at an example using our worksheet. Thinking about the video, we can identify a few things that weren’t quite right about our initial list.

1. You'll want to specify what dilution of the product should be used in the mop water. Calling out details like this helps, especially if you're using a multi-purpose product with different dilutions for different tasks.

2. Cleaning staff should put out a wet floor sign BEFORE starting their work.
3. You'll want to note any high-touch points that might need a heavier-duty solution, like handles or doorknobs.

There are a couple more things that could be fixed on this list. You can find those in the E-book we'll offer at the end of this webinar.

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Now, look at each task's steps and assign (when relevant) what training problem might be at the root of the issues you've identified. We have a chart in the E-book to get you started. But let's look at our example here.

If you have streaked mirrors, it might be that you're using a stronger dilution of the product than you need to. If floors are sticky, then you might be using too much product in mop water. If tasks are just regularly forgotten, you might not have communicated your expectations clearly. It's also possible some tasks happen only monthly, quarterly, or yearly and are quickly forgotten if it's not written down somewhere.

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Now, here's where our paths will diverge. For those of you who are setting up a training program from scratch, you'll have an extra step. You'll want to go back and fill out a form for ALL the remaining tasks you identified. This includes the duties where you actually rated yourself well!

Now, it might be that you've found some fantastic resources already that you're planning to use for these other tasks and don't feel the need to run through all of them, especially if you think you're already doing a great job with them. As with everything in this webinar, we just want to give you a suggested, systematic way of setting up a training program. So, it's just our **recommendation** you go through this extra step.

Those of you who have a training program you're looking to improve, you can just proceed to the next part.

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So, now we're all back on the same page. We're ready to start finding or creating the training materials that are right for our particular needs. We're prepared to evaluate existing training programs and create our own materials as needed.

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There are four main types of resources available to you:

YouTube – The video streaming service has a wealth of information, including instructional videos.

Downloads – Search for downloadable PDFs that you can print off. This might include proper usage instructions, wall charts, or more.

Ordered Materials– Check with your distributor to see if they have any materials they can send you with your next order of cleaning products or accessories. You can also request materials by emailing enviroxinfo@enviroxclean.com

Training Programs – There are training programs out there for custodial staff. Some are purchased either as complete programs or ala carte for specific cleaning situations. ISSA also offers certification programs as well. We have a list of some of these programs on the Resources page of our E-book and at www.enviroxclean.com/trainingprogram

Remember, if you have to create your own materials, the content is more important than the look of it. A typewritten sheet of instructions for each task is a great start. If you clean a school, you might even consider seeing if the Mass Media or Graphic Design teacher might create a class project to design your custom training materials.

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One piece that you're almost certainly going to have to create is your training or "onboarding" schedule. Here are some features that every training schedule should have:

1. - Specific dates on which the employee is expected to complete certain aspects of training.
2. - The tasks to be completed on each training day should be clearly spelled out.
3. - The priority the first day should be to familiarize new employees with the facility, their co-workers, and the location of equipment. This is just about helping them to get oriented with their new job.
4. - Split training between "classroom" training and "on the job" training. By classroom training, we mean any training (such as videos, info sheets, etc.) where the trainee is focused on absorbing the information. On the job training is when the employee uses what they've learned to accomplish a task.
5. - Be sure to incorporate mentorship if you're able.

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Now, it's time to put your training into practice! This is pretty self-explanatory, but here are important points to remember:

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- Again, start your training off with a **tour** of the facilities and meeting any relevant staff. Make sure they know they aren't expected to remember everyone's names right off the bat. Show trainees where the break rooms and bathrooms are located.
- Make it clear that **questions** are welcomed and expected. Everyone would rather answer questions in the short term than have something done incorrectly in the future.
- Be sure that whoever is acting as the primary trainer or is mentoring a new employee has **time** to do it properly. Make adjustments to their schedule and expectations as needed.
- Make sure any other employees who are assisting in the training have a good knowledge of all the proper **techniques**, are not teaching any "short cuts," and fully understand their responsibilities in the overall training.

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To close things out, we're going to start by offering up the companion E-book for this webinar.

[E-Book Offered Up]

In this, you'll find everything we discussed here, as well as some expanded topics too. Including a section devoted to ongoing training. For the custodians of the world, learning is something that never really ends. The main advantages of ongoing training include:

- **Keeping up with industry changes**
Cleaning technology moves on. The surfaces janitors clean also change and require new cleaning techniques and products.
- **Connecting learning with job advancement and satisfaction**
When an organization shows interest in continued education for their employees, job satisfaction goes up.
- **Maintaining your edge**
Whether you're an in-house cleaning staff or a BSC, facilities have other options. Keep all your team up to date on the latest cleaning techniques, technology, and best practices. This way, you help reassure your organization or clients that you're experts in the field.

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Thank you once again for joining us for our webinar. This is a big topic, but we hope we've started you down the right path and given you some tools to either start your own formal training program for your cleaning staff or improve your current one. You can access all the materials from this webinar by visiting www.enviroxclean.com/trainingprogram

We look forward to seeing you next time.